

PSU/HFM Learning Symposium Faculty Bios

Dominic Boffa, M.S.



Dominic Boffa is Chief Information Officer and Vice President, Technology Solutions of ARAMARK Higher Education. In 1999, Boffa joined ARAMARK as Vice President, Systems Development, Corporate IT. He was responsible supporting all application systems development, maintenance, and large-program management of ARAMARK information systems and e-Business initiatives. In 2003, Boffa was promoted to his current role in ARAMARK's Higher Education division where he is currently leading an organization of 34 professionals driving innovative, growth-driven business process, supply chain, and consumer-facing e-commerce initiatives on 400 campuses. Prior to joining ARAMARK, Boffa held various management positions in manufacturing operations, customer service, and information technology within the General Electric, GE Aerospace, Lockheed Martin Information Technology, and other organizations. Boffa earned an MS degree in Industrial Administration from Union College and also is a graduate of the GE Management Development

Institute, GE Management Problems Analysis Program in quantitative methods, and he was a participant in the IBM Advanced Business Institute workshop in Management of the Information Systems Resource. In 1993, he established Infocept Systems, Inc., which specializes in competitive advantage consulting and systems for small businesses. He is an industry member of the Food & Hospitality Technology Advisory Boards at both Penn State University and the University of Delaware.

Peter Bordi, PhD



Dr. Bordi is director of the Center for Food Innovation (CFI) where he specializes in new product development from a formulation, research, and development prospective. Dr. Bordi is an associate professor for the School of Hospitality Management at Penn State. As director of the CFI, Dr. Bordi has collaborated extensively with executives from various food and foodservice businesses including Hershey Foods, Super Bakery, Cargill, Eat N Park, Olive Garden, ARAMARK, Metz's Snyder's of Hanover, Sheetz's, and Inter Metro. The CFI at PSU is a unique, cooperative research venture between the food industry and academia. CFI's mission is to be a leader in industry and university initiatives that create and enhance applications of science and technologies while providing the food industry with world-class information and products developed with the underlying purpose of promoting nutrition.

In addition to a PhD from Penn State, Dr. Bordi also earned an associate degree in culinary arts from the Culinary Institute of America.

Martha T. Conklin, PhD, RD



Martha Conklin is associate professor in the School of Hospitality Management and director of On-Site Foodservice in the Hospitality Leadership Institute (HLI) at Penn State. She teaches foodservice management with an emphasis on noncommercial foodservice operations and advises students in the School's management dietetics option. Immediately prior to coming to Penn State, Dr. Conklin was director of applied research at the National Foodservice Management Institute. Other experience includes director of food and nutrition services at a large geriatric center, and administrative dietitian positions in acute care, university dining services, and a foodservice software company. Currently in her position at the HLI, she is delivering educational programming for school nutrition program directors and healthcare foodservice administrators. Her research interests are in program evaluation in non-commercial foodservice operations, particularly with school nutrition programs, and professional development. She earned her PhD from New York University.

David Cranage, PhD



David Cranage is an associate professor of Hospitality Management and a professional associate of the Hospitality Leadership Institute at Penn State. Dr. Cranage worked in the restaurant industry for almost twenty years before coming to Penn State to earn his MBA and Ph.D. Based on his graduate degrees in business, marketing and quantitative business analysis, his research interests include consumer behavior (informed choice and customer loyalty) and analysis of consumer data and feasibility studies. Related areas include informed employee choice and employee retention, and informed grade school and high school student choice with nutrition information and participation in the school breakfast and lunch programs with Dr. Conklin. His teaching assignments presently include hospitality marketing and managerial problem solving and decision modeling. Dr. Cranage also holds an associate degree in culinary arts from the Culinary Institute of America

Paul J. Kelley, M.B.A.



Paul Kelley is an instructor in the School of Hospitality Management and professional associate of the Hospitality Leadership Institute at Penn State. He teaches undergraduate classes in financial and managerial accounting, as well as strategic hospitality management. For approximately 20 years, Mr. Kelley led the finance and accounting departments as the Chief Financial Officer for several leading restaurant/contract foodservice organizations. While the Senior Vice President of Finance for Friendly's Ice Cream Corporation, Paul was instrumental in developing a turn-around strategy for this Company with 600 restaurants. Other positions include Vice President of Finance for Bon Appetit Management Inc. and several positions with Saga Corporation. In 2006, Mr. Kelley established Hospitality Metrics LLC, a Business Consulting and Accounting firm, focused on the restaurant industry and located outside of Philadelphia. He earned his M.B.A. from Penn State University.

Daniel Mount, D.B.A.



Daniel Mount is an associate professor with the School of Hospitality Management and a professional associate of the Hospitality Leadership Institute at Penn State. His major area of research expertise is service quality, and his research interests include exploring organizational impacts on quality and operational assessments in lodging. Dr. Mount has 12 years of management experience in the lodging industry, having held positions such as controller, room division's manager, resident manager, general manager, managing director and corporate operations analyst for a variety of companies such as Holiday Inns, Inc. and Doubletree Hotels. He is a Certified Hotel Administrator with a D.B.A. in International Business from the United States International University.

John E. Park, Ed.D.



John E. Park is associate director of Management Development Programs and Services and managing director of the Hospitality Leadership Institute at Penn State. He has taught credit and noncredit business management courses for the past 15 years. Dr. Park regularly facilitates strategic planning sessions in the Management Development Technology Center, utilizing Group Systems software for a wide range of non-profit and for-profit organizations. He has facilitated programs for government organizations, professional associations, and manufacturing organizations to enhance their strategic planning processes. Dr. Park has also been involved in the teaching and development of Management Development's on-line leadership programs. Dr. Park earned an Ed.D. in Adult Education from Penn State University.

Joseph Walk, M.A.



Joseph Walk is an instructor affiliated with the College of Education and is the manager of Management Development's Corporate Education & Technology Center. Mr. Walk has over 20 years of leadership and managerial experience as a professional military officer. His expertise is in standardization, training development, trend analysis and evaluation. He facilitates customized change management sessions and technographics in the Management Development Technology Center. His particular expertise lies in teaching, management, customer service, managerial theory, time management, staff supervision, and communicative competencies. Mr. Walk earned a M.A. in Educational Management from the University of Texas. He is a certified Myers Briggs Type™ Indicator Instructor